

DHHS ECONOMIC BENEFITS POLICY GOVERNANCE BOARD

Administrative Letter 2014-02

INTEGRATED ELIGIBILITY MANUAL (IEM)

DATE: July 24, 2014

SUBJECT: Change in Location for Posting of IEM

DISTRIBUTION: County Directors of Social Services
Income Maintenance/Eligibility Program Managers
Medicaid Supervisors
Special Assistance Supervisors
Work First Supervisors
Food and Nutrition Supervisors
Energy Supervisors
Refugee Supervisors
Subsidized Child Care Supervisors
All integrated eligibility staff

EFFECTIVE: Upon receipt

I. BACKGROUND AND CONTENT OF CHANGE

- A. The Integrated Eligibility Manual (IEM) is being moved from the NC Work Support Strategies website (www.ncwss.com/manual/index.html) to an NC FAST Webhost utilizing the RoboHelp framework. This change should make the current manual more user-friendly as we move forward with integrating additional sections.

The IEM is now located at <https://economicbenefits.nc.gov>

- B. The Verification Reference Guide is now posted on the IEM website. This guide provides a quick reference for acceptable verification types for various areas of eligibility for all programs. It provides examples of verifications accepted for each program. Always consult the program manual for the specific policy to determine what is considered mandatory.

II. USING THE IEM

Please continue to use this manual for all decisions regarding countable income types, income verification, deductions, and base periods.

For policy related questions not yet covered in the IEM, please contact the Operational Support Team (OST) member as indicated on the DSS Dear County Director Letter 07-2014

www.ncdhhs.gov/dss/dcdl/dssdirector/DIR-07-2014.pdf or your Program representative for programs not yet represented on the OST.

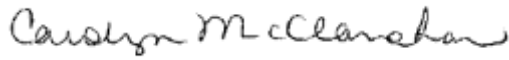
Sincerely,
DHHS Economic Benefits Policy Governance Board



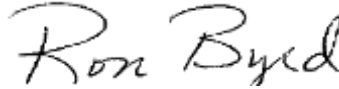
Dean Simpson
Division of Social Services



Chris Urso
Division of Aging and Adult Services



Carolyn McClanahan
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David Locklear, Acting Chief
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